

To whom it may concern'

My name is Eric Stein and I have been deaf since birth. I also an extended family who are also deaf. While I have been very fortunate where I can hear and speak very well with help of my Cochlear Implant, my brother who lives on the other side of town has been very frustrated.

My brother tells me he has tried on numerous occasion to use the Relay Service with the VP 100, and gives up many time since he is tired of waiting for the operators to come on. He has tried to call other services, but yet they are blocked. He has to call me via TTY and have me make calls on his behalf.

I am also a controller of a large comnpany and reviews every bills that comes into the company. I know that there is a surcharge that is paid to FCC. If FCC is funding these companies that offers a service, there cannot be any kind of monopoly with the Interpreter Service whom any person would want to choose from. My brother should not have to wait a half hour to call the Doctor, as it would actually be quicker for him to drive to the doctor's office and make that appointment he would need.

I hope FCC takes the correct action to ensure that all companies they provides funding to give equal access to any services they want to call. Please end this monopolistic attitude some companies tried to take advantage of.

Thank you for your time.

Eric Stein